



LOUISIANA PHILHARMONIC
ORCHESTRA
CARLOS MIGUEL PRIETO, MUSIC DIRECTOR

Position Announcement

Patron Services Manager
Louisiana Philharmonic Orchestra
New Orleans, Louisiana

The Louisiana Philharmonic Orchestra welcomes nominations and applications for the position of Patron Services Manager.

Louisiana Philharmonic Orchestra (lpomusic.com)

The Louisiana Philharmonic Orchestra (LPO) transforms people and communities through music by performing ambitious, inspiring concerts; educating young people and adults; engaging with diverse regions, neighborhoods, and audiences; connecting through various mediums and venues; and contributing to the cultural richness of our home.

Formed in 1991, the LPO is the only full-time musician-governed and collaboratively-operated orchestra in the United States and the only full-time professional orchestra in the state of Louisiana. The LPO is dedicated to maintaining live orchestral music and a full-scale symphonic orchestra as an integral part of the culture and educational life of the New Orleans area, the state of Louisiana, and the entire Gulf South region. The orchestra is committed to creativity and innovation toward a fine artistic product; extraordinary audience experiences; unique governance shared between musicians and community stakeholders; responsible financial decision-making; and recognition and rewards that attract and retain high-quality talent.

The LPO offers a full 36-week season with more than 100 performances, including classics, light classics, pops, education, family, park, and community engagement concerts in New Orleans and across a multi-parish area. In addition, the LPO provides orchestral support for other cultural and performing arts organizations, including New Orleans Opera Association, New Orleans Vocal Arts Chorale, New Orleans Ballet Association and Delta Festival Ballet. The LPO's education and community engagement work encompasses partnerships with K-12 education institutions, Louisiana universities, and communities in the twelve-parish area. LPO musicians, many with graduate degrees, provide tenured and adjunct music faculty for area universities, offer private instruction, and mentor students in the Greater New Orleans Youth Orchestra.

Now in its 28th season, the LPO is a Group 3 orchestra with a budget of \$5.8 million serving an annual audience of approximately 60,000 in one of the most culturally vibrant cities in the nation.

In his 13th season as LPO Music Director and Principal Conductor, Carlos Miguel Prieto is an exciting and insightful communicator renowned for his charismatic presence on the conductor's podium and his versatile command of various composers and styles.

The LPO is governed by a Board of Trustees comprising 43 members (12 musicians, 26 community members, and five ex-officio representatives) elected by the musicians, and has a full-time administrative staff of 17.

The Opportunity

The LPO's Patron Services Manager will join a dynamic team of talented and dedicated professional orchestra administrators whose work makes possible performances, education programs, and community engagement activities of the highest quality.

The LPO is based in New Orleans, Louisiana; one of the world's most fascinating cities. Steeped in a history of influences from Europe, the Caribbean, Africa, and beyond, it's a brilliant mosaic of culture, food, and music. The New Orleans metropolitan area had an estimated population of 1,268,883 in 2016 and was the 46th largest in the United States.

The Position

POSITION:	Patron Services Manager
REPORTS TO:	Director of Audience Development and Communications
SUPPORTS:	Director of Philanthropy
SUPERVISES:	House Manager, Patron Services Coordinators, and Volunteer(s)
POSITION TYPE:	Exempt
SCHEDULE:	Full-time Weeks: 52 Part-time Weeks: 0 Evening and weekend work required
SALARY AND WAGES:	Full-time Weeks: \$812.56 Part-time Weeks: N/A Annual Salary: \$42,253.11
BENEFITS:	
Health Insurance:	Full-time Weeks: 100% of premium paid by employer for employee Part-time Weeks: Pro-rated percentage of premium paid by employer for employee commensurate with part-time schedule Dependents: Employee funded
Dental Insurance:	Employee funded
Term Life and Long Term Disability Insurance:	100% of premium paid by employer for employee
403(b) Plan:	Employees eligible to participate (employer does not presently provide matching contribution)
Leave:	13 days paid holiday leave 13 days paid personal leave plus accrual of 0.5 additional day for each year of continuous service up to a maximum of 19.5 days 13 days paid health and wellness leave 6.5 days remote work option
Parking:	Provided by employer

Position Summary: The Patron Services Manager (PSM) assumes full responsibility for all aspects of the daily operation of the LPO Patron Services Office and LPO ticket sales at events, with emphasis on:

- Exemplary customer service to patrons.
- Conducting and overseeing ticket sales for every ticketed event for the organization, not limited to regularly scheduled concerts.
- Working directly with the Director of Audience Development and Communications to develop and implement sales policies and procedures to insure consistent handling of messaging, sales, exchanges, refunds, etc.
- Supporting the work of the Director of Philanthropy to solicit and process donations.
- Being mindful of the fact that the Patron Services Office is an extension of the LPO and that all business is to be conducted in a manner that promotes the vision and objectives of the orchestra as they relate to community.

The PSM also assumes responsibility for all operational aspects of the LPO data system (Audience View (AV)), and serves as a lead AV applications specialist, with emphasis on:

- Providing leadership and support for the organization's use of AV applications and systems.
- Administrating standardized use of AV, documenting related business rules, and keeping the organization current about best practices within the system.
- Acting as a "super user" of the system by training others and working with colleagues to optimize AV systems usage and improve patron relationship management.
- Facilitating the development of tracking systems, reporting, and data analysis to support business intelligence and insight.

Primary Responsibilities:

- **Section Manager**
 - Partnering with other departmental Section Managers (if any) and the Department Director, fulfill a leadership role in determining the department's tactical direction through departmental planning processes.
 - As the head of an administrative section, recruit, manage, develop, and evaluate a staff that is adept at executing the day-today competencies needed to fulfill section responsibilities.
 - Participate in LPO performances and events; represent the LPO at other civic and cultural events, as designated by the Department Director.
 - Create a section budget as part of the LPO's annual budgeting process; review and update corresponding data in interim financial reports, including the Year End Projection (YEP).
 - Assist other departmental staff as needed. Actively engage staff, musicians, Trustees, and volunteers consistent with the LPO's collaborative model.
 - Perform other functions as assigned by the Department Director.
- **Patron Services**
 - Oversee, execute, and report on daily subscription and single ticket sales while ensuring a positive patron experience.
 - Assume responsibility for balancing and maintaining a ticket office cash bank.

- Manage all ticket inventories; consult with the Director of Audience Development and Communications to effectively develop a demand-based pricing scale to insure maximum revenue generation and audience perception.
 - Ensure that all Patron Services practices and procedures are strictly adhered to.
 - Generate necessary ticket sales reports for historical, financial, and forecasting purposes; produce timely performance settlements to appropriate staff.
 - Perform accounting-related activities associated with ticket sales revenue, preparing daily transmittals, daily balancing, credit card authorizations, etc.
 - Perform off-site box office duties at concert.
 - Maintain and track inventory of Patron Services Office equipment and supplies, including ticket stock, ticket mailing materials, etc.
 - Communication of any special needs for patrons to head usher and venue management, as appropriate.
 - Manage group sales and telemarketing/funding campaigns, as needed.
 - Stay abreast of current trends and best practices in non-profit arts ticketing, advising the implementation of new ticketing procedures as needed.
- **Data Systems Management**
 - Serve as lead AV applications specialist.
 - Understand business processes to support effective use of AV software.
 - Implement AV dashboards and reports for information and measurement.
 - Provide leadership and coordination in the advancement of AV usage.
 - Work with Director of Audience Development and Communications and Director of Philanthropy to establish policies and guidelines and implement best practices for usage.
 - Provide guidance and support of integration and/or migration of other data with/into AV.
 - Provide in-house training to AV users, augmenting other resources.
 - Oversee data capture that accurately reports and informs decision-making for marketing, fundraising, education programs, and community engagement activities.
 - Translate requests for business intelligence into actionable data capture and analysis.
 - Facilitate generation of complex leads, and train others to generate their own leads.
 - Provide reports and analysis of patron and participation trends.

Candidate Profile:

- 5 years' experience working with CRM applications and/or database and database reporting systems.
- Experience in orchestral, performing arts, or cultural institution, and/or not-for-profit organization preferred.
- Experience with basic HTML/CSS development preferred
- Experience with Audience View CRM preferred.
- Proven track record in training, managing, and motivating others to adopt applications or data systems.
- Ability to determine database requirements and end-user needs and goals.
- Strong verbal and written communication and customer service skills.

- Ability to explain technical details and processes in non-technical terms.
- Proven track record for dependability, flexibility and willingness to work in a progressive environment of artistic and creative thinkers.
- Ability to courteously and effectively interact with patrons.
- Create trust with patrons by displaying a knowledge of the orchestra and its value to the surrounding communities, combined with interpersonal skills, to ensure continued support and attendance.
- Open-minded, tenacious problem-solver, willing to confront challenges, resolve issues, and complete the task at hand in a timely and efficient manner.

Position Requirements:

- Bachelor's Degree required; Master's Degree in arts administration, performance, or musicology a strong plus.
- Minimum of two years of arts management/customer service experience in an organization of similar or larger size, or equivalent experience in a related field.
- Exceptional written and verbal communications skills.
- Excellent planning and organizational skills. Success working in deadline-driven environments.
- Knowledge of orchestral programming and the orchestral industry preferred
- Ability to work with and maintain confidential data.
- Ability to promote a positive and passionate work atmosphere through positive demeanor and consistent communications with internal and external contacts.
- Ability to interact with others in a manner that inspires trust and confidence.
- Must have passion for excellence along with professionalism, tact, dedication, and commitment.
- Demonstrated success motivating and developing staff, patrons, and volunteers.
- Results and team-oriented work style characterized by a creative and tenacious approach to problem-solving.
- Flexible and resilient – comfortable embracing change.
- Ability to work independently, manage time effectively, and maintain accurate records.
- Ability to use various computer applications including proficiency in the use of Microsoft Office (particularly Excel).
- Significant experience with IT and database systems; Working knowledge of Audience View a strong plus.
- Knowledge of orchestral, operatic, and chamber repertoire and artists a plus.
- Smart phone, lap top, and automobile required.

Applications

Please submit a cover letter that describes your interest and qualifications for the position. Send with a résumé and the names of three professional references.

All applications will be treated as confidential. References will not be contacted without applicant's knowledge. Electronic submissions are preferred. (*MS Word or Adobe Acrobat attachments only, please.*)

Email: employment@lpomusic.com Subject Line: Search – Patron Services Manager

For priority consideration, please submit application materials by May 31, 2019.

LPO provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, marital status, genetic information, or any other protected classification.